

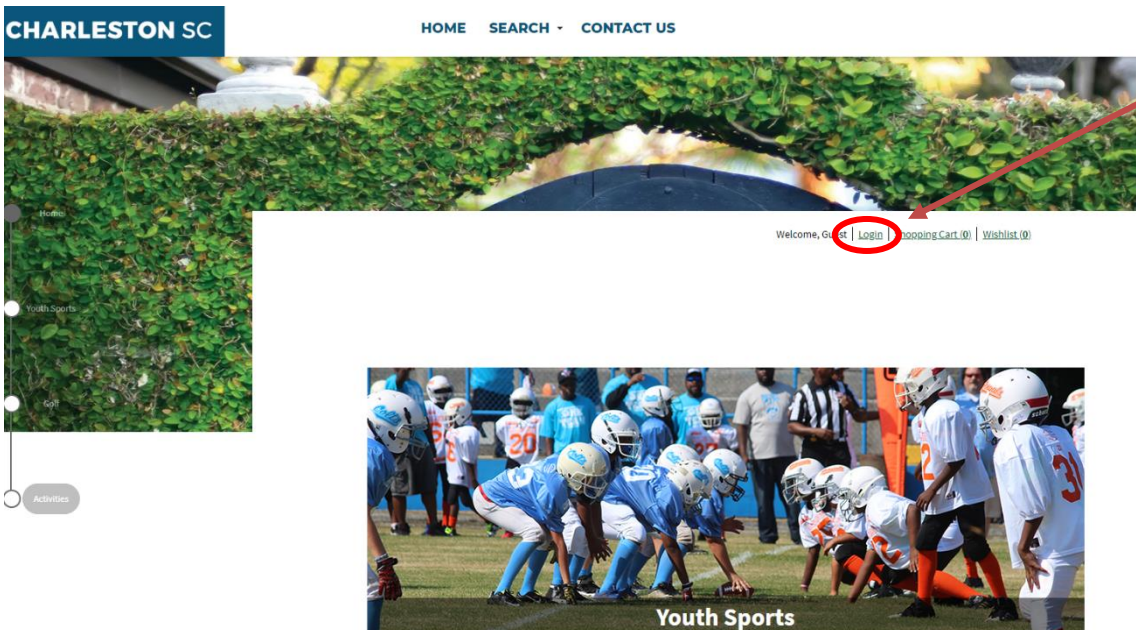
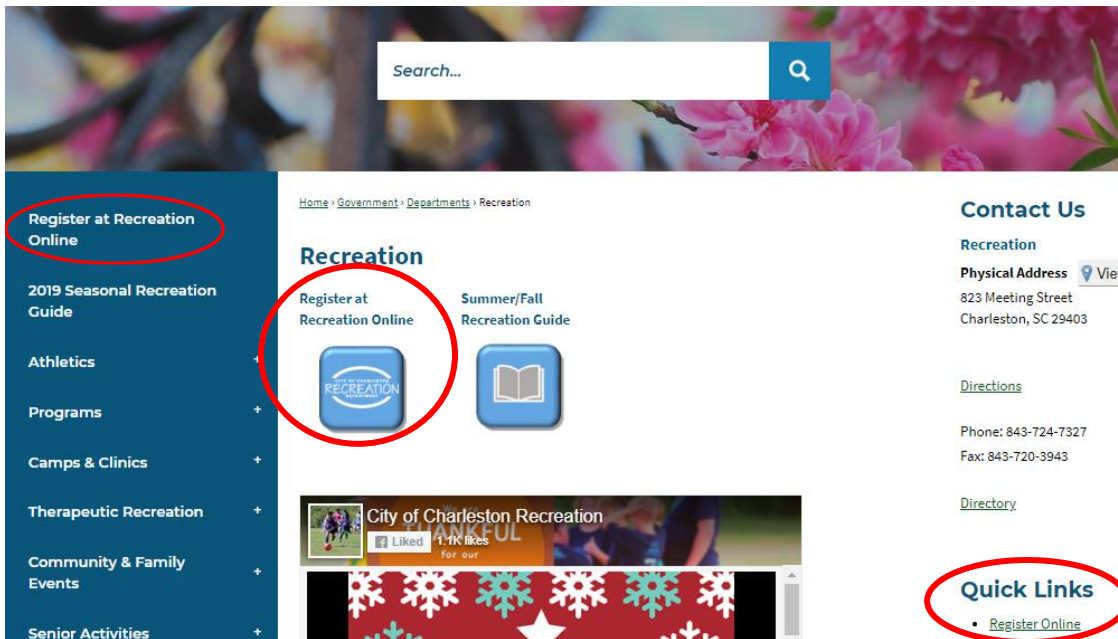


WebTrac Frequently Asked Questions/Troubleshooting Process

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Log In

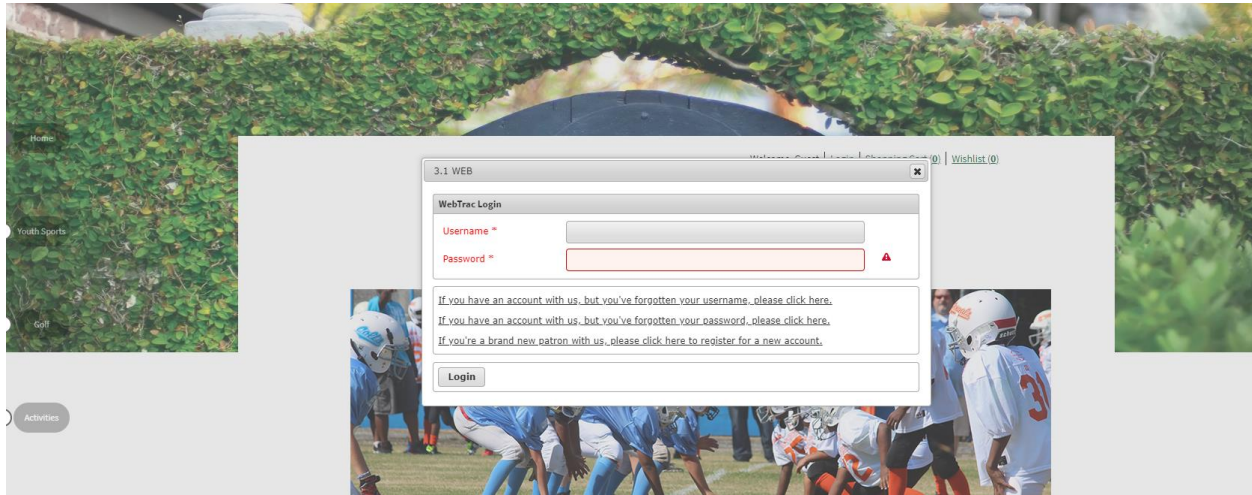
Go to Charleston-sc.gov/recreation. There are 3 areas to access our online registration platform, WebTrac. Click one.



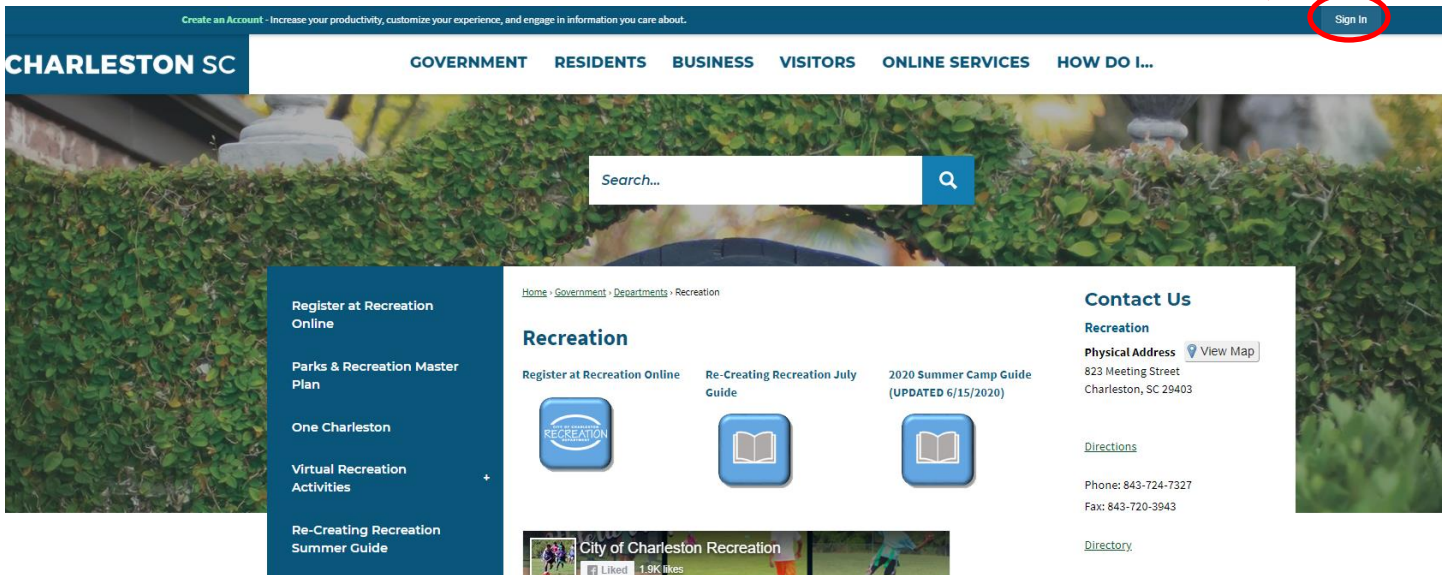
Click the Login link.



Once you click [Login](#) link, this screen will appear for you to enter your username and password.



THIS IS NOT WHERE YOU LOG IN!

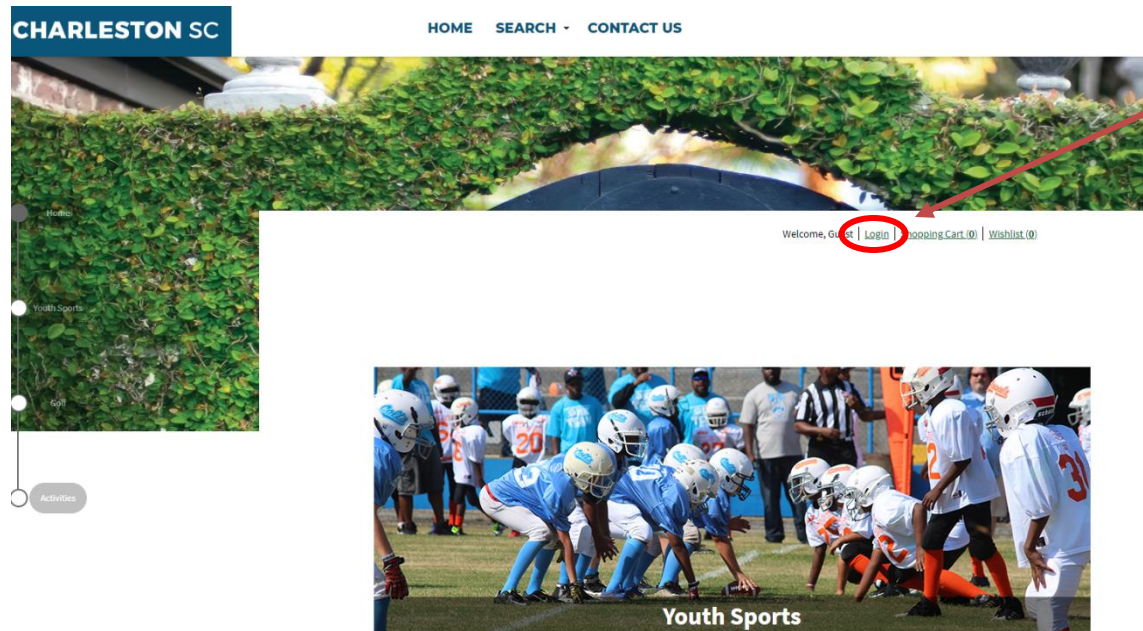


This is **NOT** where you sign in for Recreation Online or WebTrac. This sign in button is for those with access to edit the website.

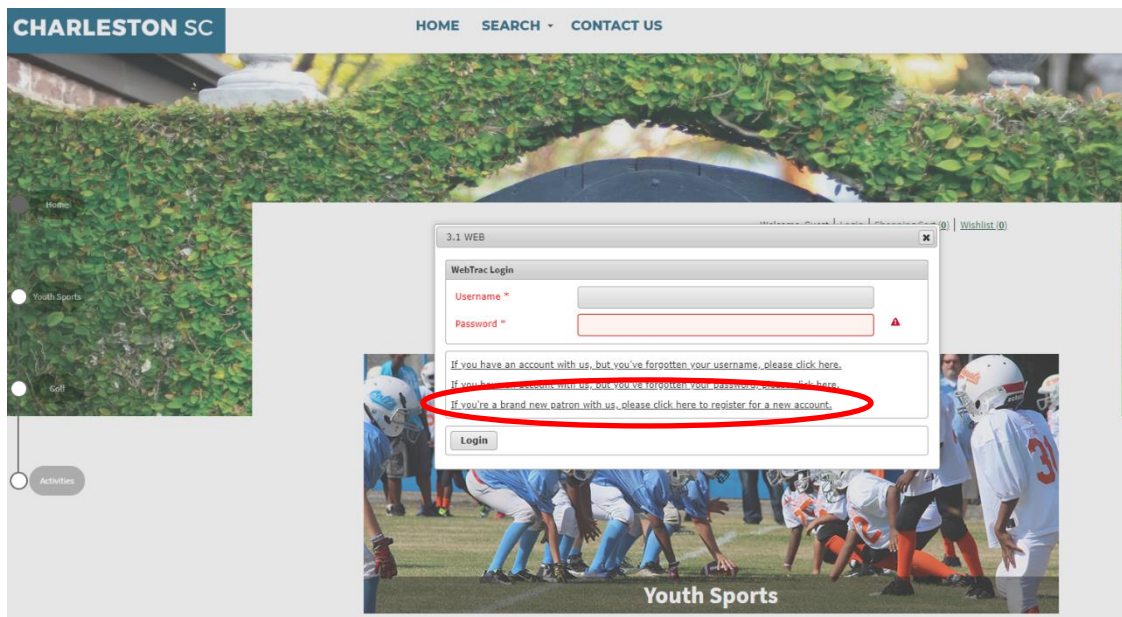
Creating an Account

If you've never signed up for any sport, event, or program with the city before, you will need to create a new account.

If you have gone into any city facility before and attempted to or successfully registered for a sport or program, you most likely have an account already. **PLEASE DON'T CREATE A SECOND ACCOUNT VIA RECREATION ONLINE (WEBTRAC). If you're not sure, please call (843) 724-7327 to verify if you already have an account or not.*



Click the Login link.



Click the third option – “If you’re a brand new patron with us, please click here to register for a new account.”

Welcome, Guest | [Login](#) | [Shopping Cart \(0\)](#) | [Wishlist \(0\)](#)

Attention!
New households will need to be approved by the parks department before processing on WebTrac can be done.
Process takes up to 48 hours.

New Account Information

Login (up to 50 chars) *

Password (up to 50 chars) *

Re-Type to Confirm

Household Primary Person Information

First Name * Last Name * Category Non-Resident

Address Line 1 * Address Line 2 * Gender * --- Please Select A Gender ---

City * State * SC Zip Code *

Phone #1 * Phone #1 Extension Phone #1 Type --- Select A Phone Type ---

Phone #2 Phone #2 Extension Phone #2 Type --- Select A Phone Type ---

Email #1 * Confirm Email * Birthday *

Organization Name

☐ I verify that I have provided my current personal residence

Additional Primary Person Information

Household Questions

You will then be asked to fill out all the necessary household and contact information, including an emergency contact.

Phone #1 * Phone #1 Extension Phone #1 Type --- Select A Phone Type ---

Phone #2 Phone #2 Extension Phone #2 Type --- Select A Phone Type ---

Email #1 * Confirm Email * Birthday *

Organization Name

☐ I verify that I have provided my current personal residence

Additional Primary Person Information

Household Questions

Additional Family Member

Emergency Contacts

Save Cancel Add New Member Add New Contact

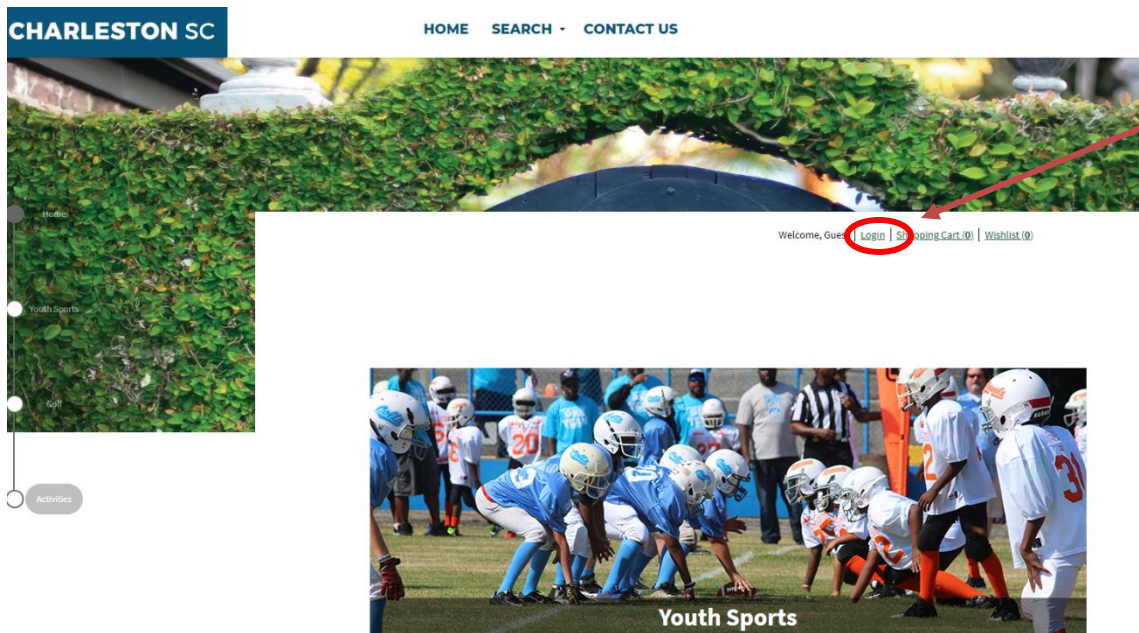
Please click "SAVE" at the bottom of the page when completed. Your account will be created. You can add and edit members later if need be.

It may take 24-72 hours for your household to process and transactions to be made online. Please call 843-724-7327 if you have any registration questions.

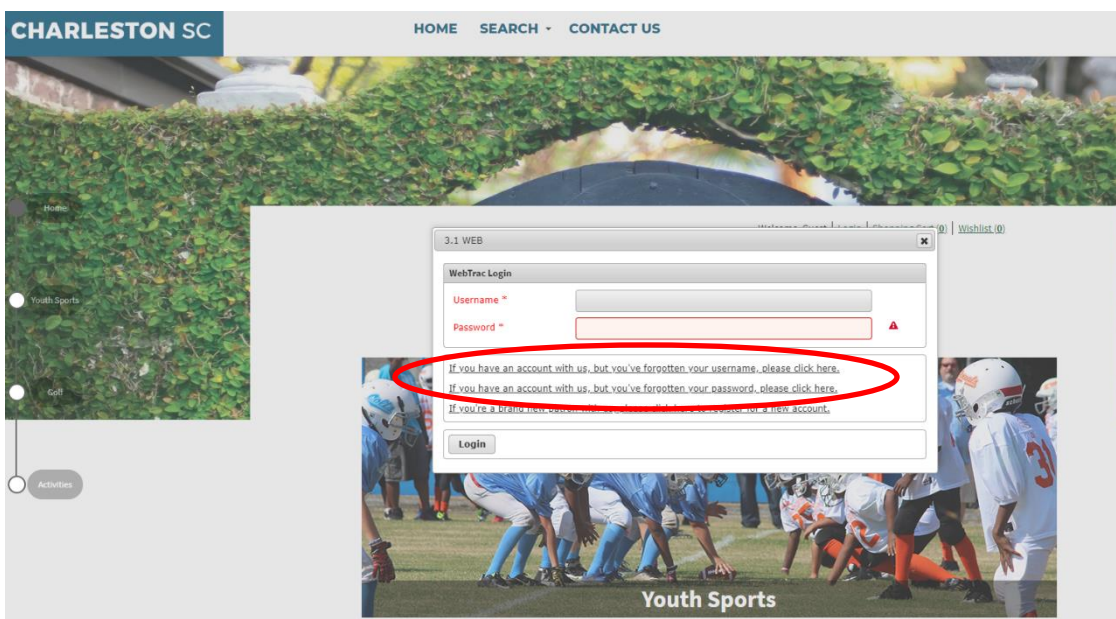
Forgot Username/Password

If you forgot your username or password, there are a variety of routes to obtain that information.

1. Call (843) 724-7327, or your respective facility and they can send you a reset email.
2. On home page: **"Forgot your password? [Click Here](#)"**
3. If you click Login, there are two options:
 - a. [If you have an account with us, but you've forgotten your username, please click here.](#)
 - b. [If you have an account with us, but you've forgotten your password, please click here.](#)



Click the Login link.



Click the option based on if you forgot your username or password – **"If you have an account with us, but you've forgotten your username/ password, please click here."**

Whichever link you chose (“forgot username” or “forgot password”), you will be prompted to this screen to put in your primary email address to receive an email with your username. If your email doesn’t work or doesn’t match our system, please call (843) 724-7327 or send us an email through the “Contact Us” button.

SC HOME SEARCH **CONTACT US**

Welcome, Guest | [Login](#) | [Shopping Cart \(0\)](#) | [Wishlist \(0\)](#)

Forgotten User

If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (843)724-7327 or by using the contact us form.

Primary Email Address *

Submit

Once you click Submit, you’ll receive a confirmation note, saying **“An email has been sent to the address entered. Please check your email for your login information.”**

ON SC HOME SEARCH CONTACT US

Welcome, Guest | [Login](#) | [Shopping Cart \(0\)](#) | [Wishlist \(0\)](#)

✓ An email has been sent to the address entered. Please check your email for your login information.

Forgotten Password

If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (843)724-7327 or by using the contact us form.

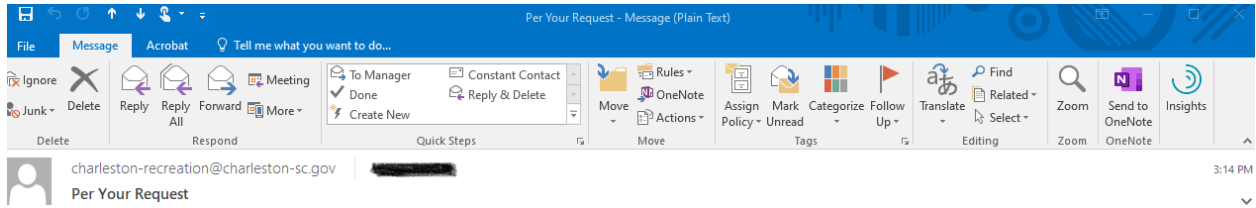
Primary Email Address *

Submit



An email should appear in the inbox of the address you provided. You'll receive an email when you request your username/password online AND when you call a facility and request your information to be reset or resent to you.

This email is verification that you requested your username and password. Click the link to reset username or password.



CAUTION: This email originated outside of the City of Charleston. Do not click links or open attachments unless you recognize the sender and know the content is safe.

You have requested to reset your Password for City of Charleston's web registration site. This can be done by using the below link. If you have any questions or problems, write to us at charleston-recreation@charleston-sc.gov. DO NOT REPLY to this message.

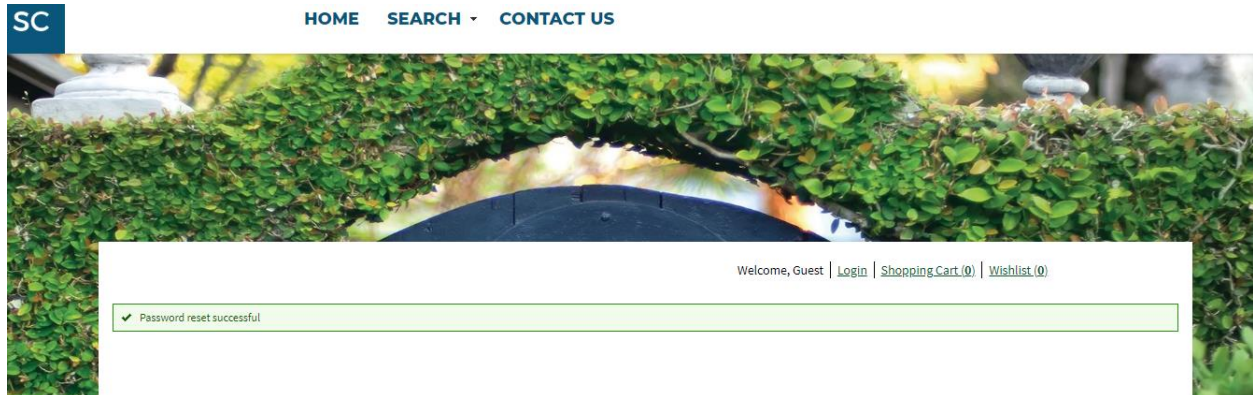
Click Here To Reset Password

Note: If you did not make this request, someone has mistakenly entered your e-mail address. Simply ignore this message, or if you wish, you may contact our office.

Once you click on the link, you'll be directed back to the web and you'll be asked to reset your password.

The screenshot shows the City of Charleston Recreation Department website. The header includes the "SC" logo and navigation links for "HOME", "SEARCH", and "CONTACT US". Below the header is a large image of a fountain. The main content area displays a "Reset Account Settings" form. The form has a title bar "Reset Account Settings" and a section "Reset Your Password". It includes two input fields: "New Password: *" and "Re-Type New Password:". A "Submit" button is located at the bottom of the form. The top right of the page shows user information: "Welcome, Guest | Login | Shopping Cart (0) | Wishlist (0)".

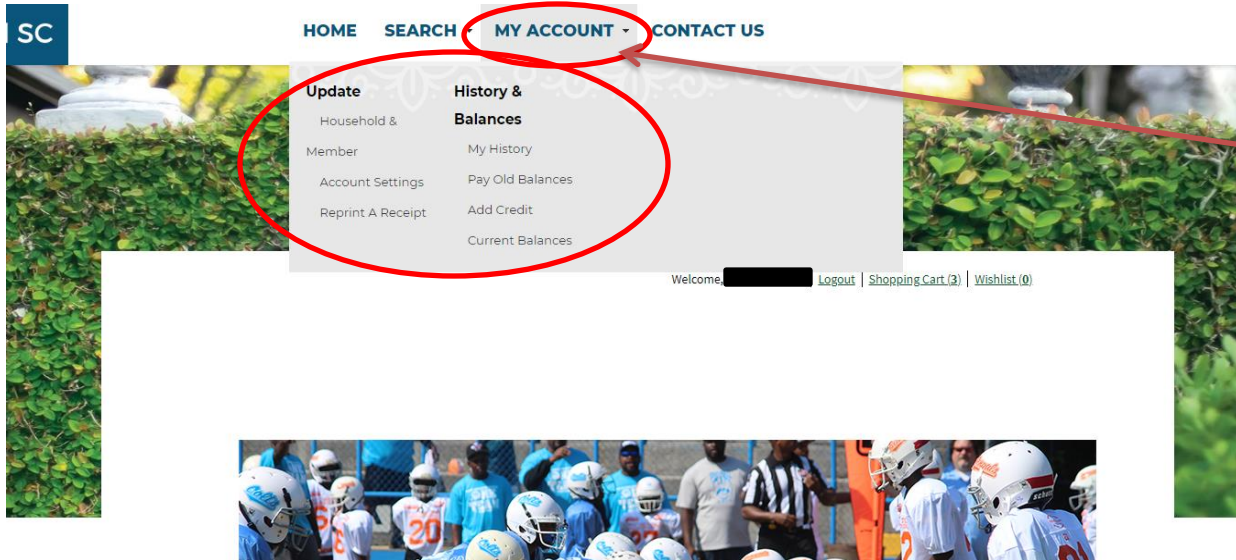
Once you hit submit and your passwords match, you'll receive confirmation of the change, **"Password reset successful."**



You should now be able to successfully log in with the username provided in your very first email and the password you just recreated.

Editing Account Information

Once you log in with your provided username and password, you can choose to edit your username or password, edit account, pay old balances, add credit, reprint a receipt in the My Account tab.



Click here to edit your account information. A drop down menu will appear. Choose what you wish.

Drop down menu options:

UPDATE

- **Household & Member:** edit your home address, phone number, email, etc. Edit your family member information or add new member. Add new emergency contact. Click SAVE.
- **Account Settings:** change your email, login username or password. Click SUBMIT.
- **Reprint Receipt:** your receipt numbers as well as the date it was purchased will appear in a table. Click the printer button on the left side of the receipt you wish to print. All receipts are in .PDF format and require Adobe Reader. Your browser must allow pop-ups to view receipts correctly.

HISTORY & BALANCES

- **My History:** shows any permits or facility rentals you've had in the past year
- **Pay Old Balances:** shows any old balances that you need to pay
- **Add Credit:** choose your module (activity enrollments for youth sports, pass visits for fitness classes, etc.) to add credit on your account to be applied when you register in the future
- **Current Balances:** shows if you have credit on your account, shows if you have a balance due, and show if you have a scholarship balance. The other options (rewards and gift cards) are irrelevant.

Searching Techniques

Activity Number

- Most accurate in finding the exact activity in your area
- Activity numbers can be found in our seasonal recreation guides, on flyers, on Facebook posts or on our website

Age

- Select the age you want in the drop down scroll menu and then click “Search” and it will show all activities currently offered for that specific age. You can select more than one by holding down SHIFT and clicking multiple options.

Type

- You are able to select the category of activity to participate in. Options range from sports to fitness to fine arts to education. You can select more than one by holding down SHIFT and clicking multiple options.

Keyword Search

- Use this like Google. Type in basic words such as basketball, summer camp, tennis, fitness, etc. The simpler the search, the easier things can be found.

Gender

- Select female or male if you need to make your search specific. If not, leave Any Gender selected.

Location

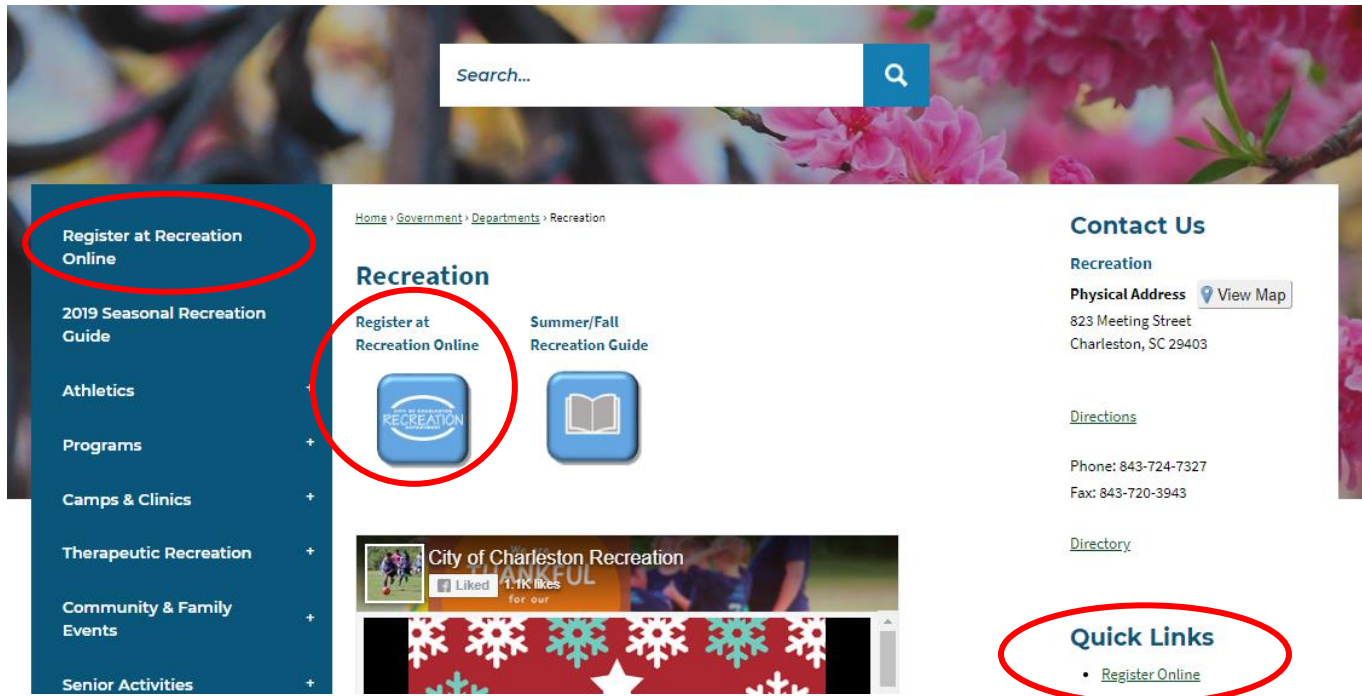
- Select the location you wish to participate at. It will give you every activity, sport and program that is available at that exact location. There are multiple locations in each area available to select. You can select more than one by holding down SHIFT and clicking multiple options.

*****Search for only one thing at a time (i.e. activity number OR age OR location, etc.) Make sure when you select something in a drop down menu (Age, Type, Location, Gender) that all other menus have ALL Ages, ALL Types, ANY Gender, ALL Locations selected. If you have more than one selected, it may not be able find what you are looking for.***

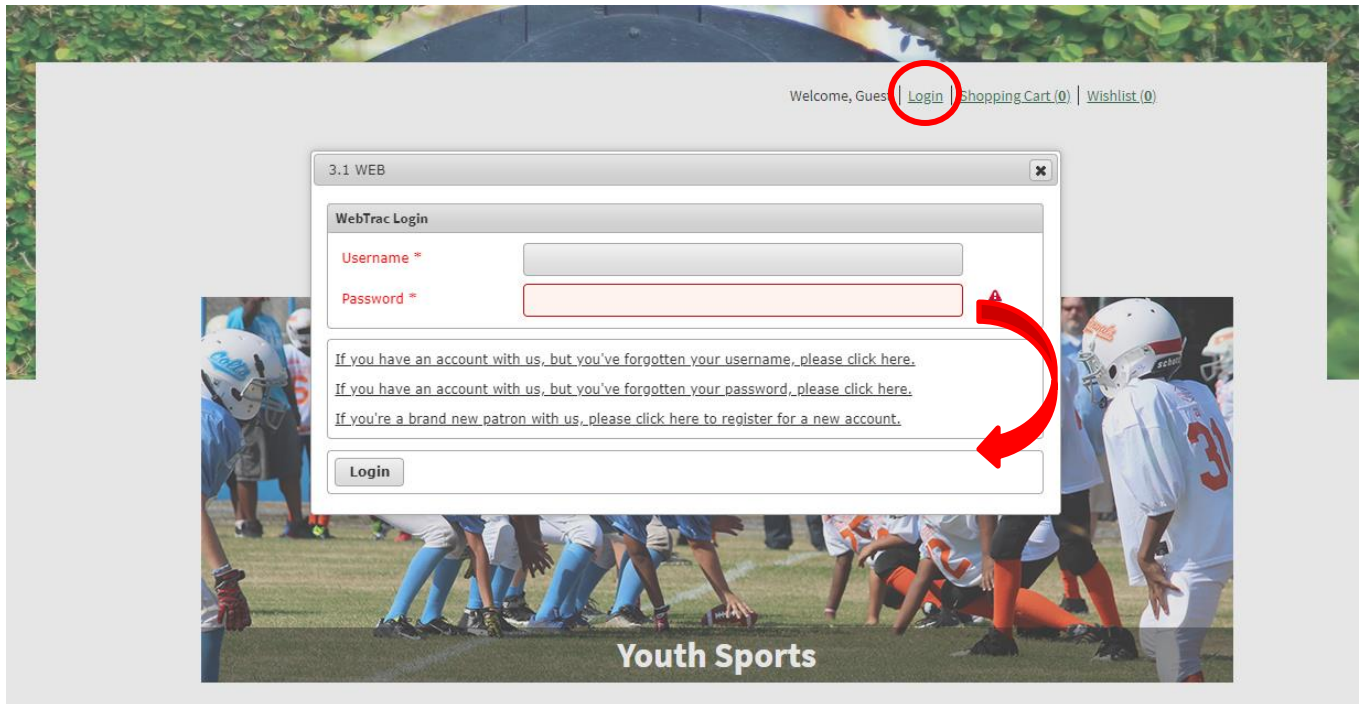
How to Register

Step 1: Go to www.charleston-sc.gov/recreation

Step 2: There are 3 areas to access our online registration platform, Webtrac.

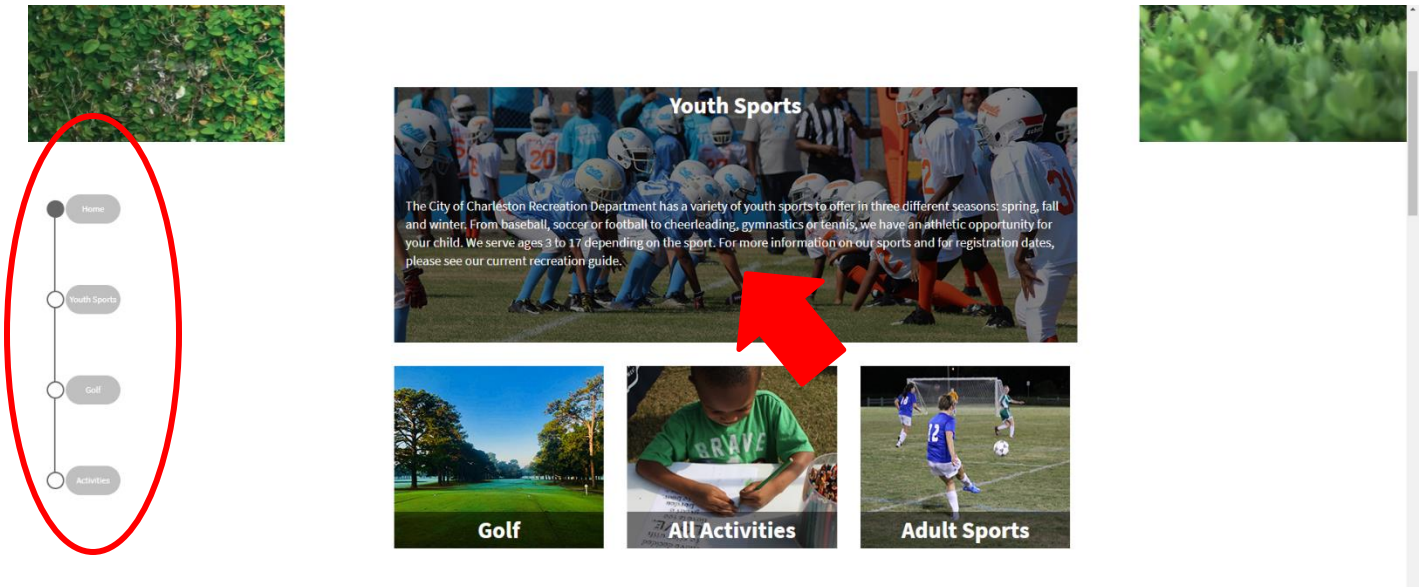


Step 3: Click “Login” and enter your username and password. If you have forgotten your username or password, click the first or second link and follow the Forgot Your Username or Password steps. If you don’t have an account, please click the third link to create an account.

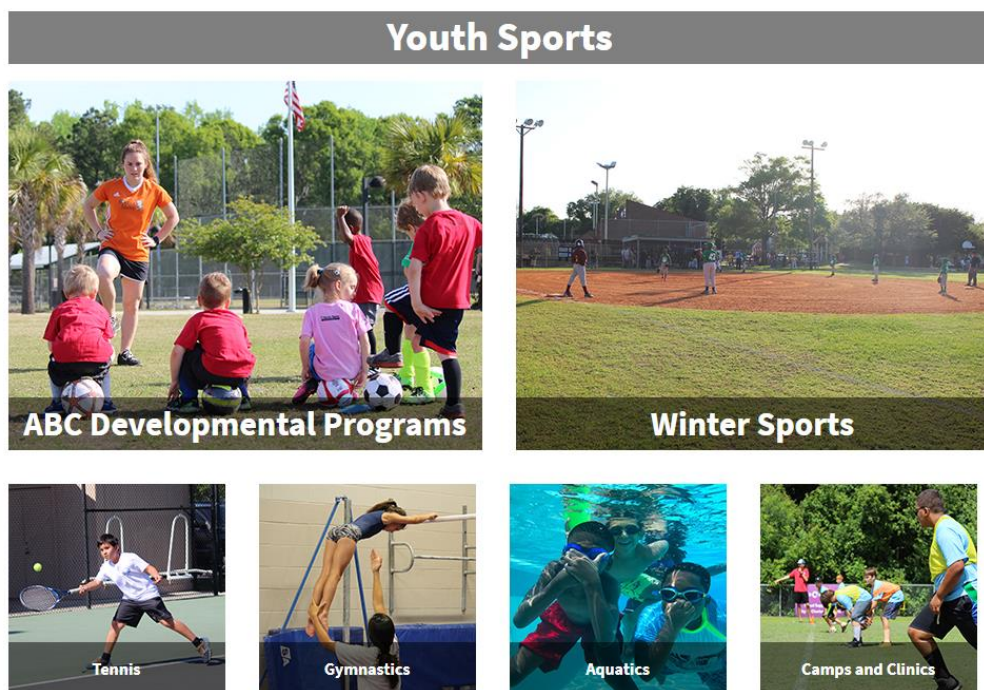


***If you have gone into any city facility before and attempted to or successfully registered for a sport or program, you most likely have an account already. PLEASE DON'T CREATE A SECOND ACCOUNT VIA RECREATION ONLINE (WEBTRAC). If you're not sure, please call (843) 724-7327 to verify if you already have an account or not. It may take 24-72 hours for your household to process and transactions to be made online. Please call (843) 724-7327 if you have any registration questions.**

Step 4: Click on the area that your activity falls under (Youth Sports, Adult Sports, All Activities, or Golf) to be redirected to more specific activities. You can click on the picture or click on the scroll along the left-hand side. Hover over each picture to get a description of the activities offered.

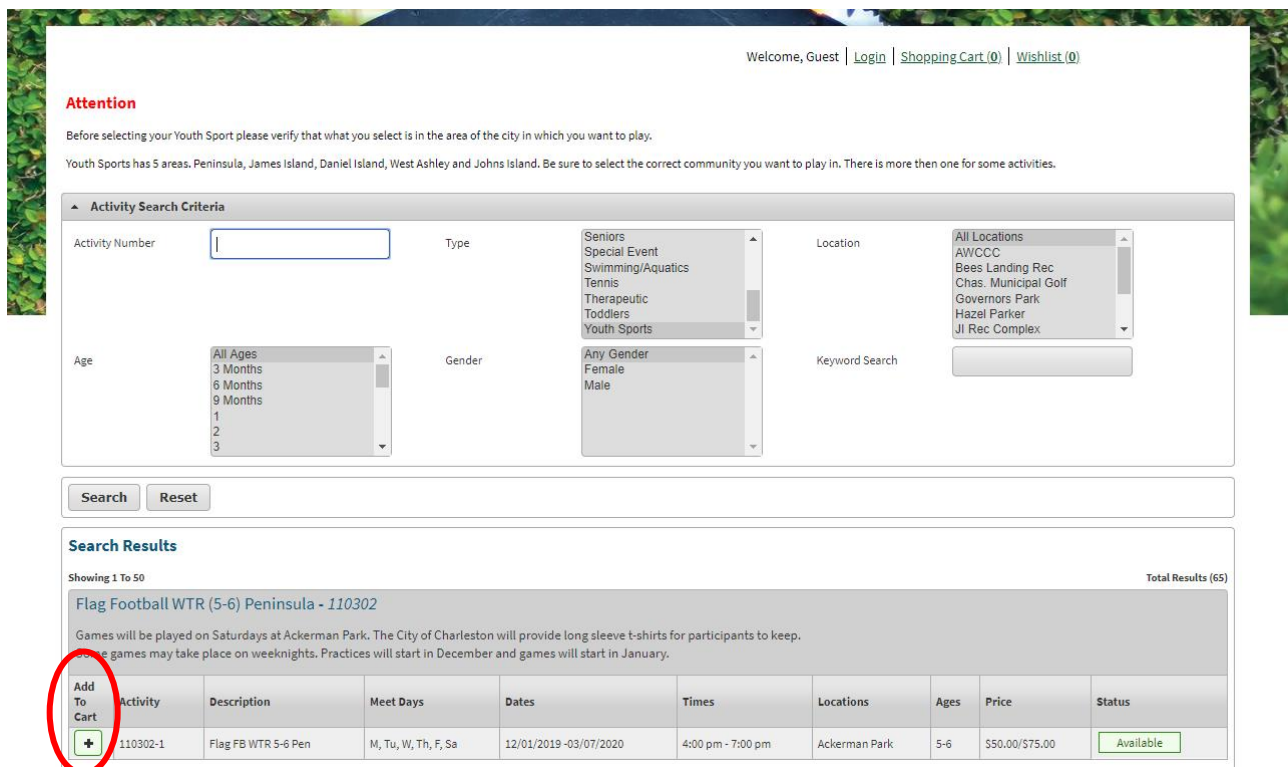


Once you click on your activity area, you will be redirected to a breakdown to help you find your activity more easily. Click on the picture that your activity falls under to be taken to the registration details page.



Step 5: Find the activity you would like to register for and click the green plus sign to “Add to Cart”. You can search for an activity by typing in the “Activity Number”, clicking on a “Type”, selecting a “Location”, or narrowing it down by “Age” or “Gender”. You can also search by keywords. The most accurate search is by Activity Number. Activity numbers can be found in our seasonal recreation guide, on flyers, on Facebook posts, or on our website.

****If you are registering for youth sports, please verify that you have clicked on the correct area and age group for participation.**



Welcome, Guest | [Login](#) | [Shopping Cart \(0\)](#) | [Wishlist \(0\)](#)

Attention
Before selecting your Youth Sport please verify that what you select is in the area of the city in which you want to play.
Youth Sports has 5 areas. Peninsula, James Island, Daniel Island, West Ashley and Johns Island. Be sure to select the correct community you want to play in. There is more than one for some activities.

Activity Search Criteria

Activity Number:

Type:

- Seniors
- Special Event
- Swimming/Aquatics
- Tennis
- Therapeutic
- Toddlers
- Youth Sports

Location:

- All Locations
- AWCCC
- Bees Landing Rec
- Chas. Municipal Golf
- Governors Park
- Hazel Parker
- JI Rec Complex

Age:

- All Ages
- 3 Months
- 6 Months
- 9 Months
- 1
- 2
- 3

Gender:


- Any Gender
- Female
- Male

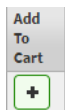
Keyword Search:

[Search](#) [Reset](#)

Search Results
Showing 1 To 50 Total Results (65)

Flag Football WTR (5-6) Peninsula - 110302
Games will be played on Saturdays at Ackerman Park. The City of Charleston will provide long sleeve t-shirts for participants to keep.
Some games may take place on weeknights. Practices will start in December and games will start in January.

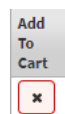
Add To Cart	Activity	Description	Meet Days	Dates	Times	Locations	Ages	Price	Status
	110302-1	Flag FB WTR 5-6 Pen	M, Tu, W, Th, F, Sa	12/01/2019 -03/07/2020	4:00 pm - 7:00 pm	Ackerman Park	5-6	\$50.00/\$75.00	Available



If you see a green plus sign under “Add to Cart”, it means that there are still spots available in that activity. The Status in the activity’s last column will say “Available”.



If you see a yellow plus sign under “Add to Cart”, it means that there is only a waitlist available for that activity. You can click to be added to the waitlist, but will not be charged unless you are pulled off the waitlist. The Status in the activity’s last column will say “Waitlist” in yellow.



If you see a red X under “Add to Cart”, it means that the activity is full and they are not accepting anymore registrants. Please call location of your activity for further questions. The Status in the activity’s last column will say “Full” in red.

Step 6: Click “Add to Cart” in the green panel at the bottom of the screen. If you don’t wish to select that activity, click “Clear Selection” to be take back to Activity Search screen.

Showing 1 To 50 Total Results (65)

Flag Football WTR (5-6) Peninsula - 110302

Games will be played on Saturdays at Ackerman Park. The City of Charleston will provide long sleeve t-shirts for participants to keep. Some games may take place on weeknights. Practices will start in December and games will start in January.

Add To Cart	Activity	Description	Meet Days	Dates	Times	Locations	Ages	Price	Status
<input type="checkbox"/>	110302-1	Flag FB WTR 5-6 Pen	M, Tu, W, Th, F, Sa	12/01/2019 - 03/07/2020	4:00 pm - 7:00 pm	Ackerman Park	5-6	\$50.00/\$75.00	Available

Flag Football WTR (7-8) Peninsula - 110303

Games will be played on Saturdays at Ackerman Park. The City of Charleston will provide long sleeve t-shirts for participants to keep. Some games may take place on weeknights. Practices will start in December and games will start in January.

Add To Cart	Activity	Description	Meet Days	Dates	Times	Locations	Ages	Price	Status
<input checked="" type="checkbox"/>	110303-1	Flag FB WTR 7-8 Pen	M, Tu, W, Th, F, Sa	12/01/2019 - 03/07/2020	4:00 pm - 7:00 pm	Ackerman Park	7-8	\$50.00/\$75.00	Available

Flag Football WTR (9-10) Peninsula - 110304

Games will be played on Saturdays at Ackerman Park. The City of Charleston will provide long sleeve t-shirts for participants to keep. Some games may take place on weeknights. Practices will start in December and games will start in January.

Add To Cart	Activity	Description	Meet Days	Dates	Times	Locations	Ages	Price	Status
<input type="checkbox"/>									

Flag FB WTR 5-6 Pen (110302-1)

☒ Add To Cart

Step 7: Select the activity that applies to the specific member in the household participating and click “Continue”.

☒ AS CISL COED Div (120210-2)

☐ AS CISL COED Div (120210-2)

Step 8: Please read over the waiver, click “I agree with the above”, and then click “Continue”. *Waivers may be different based on activity and time of year so please be sure to read it all.*

AS CISL COED Div (120210-2) for

Waivers

12/04/2019 AS CISL COED Div Release of Liability for Adult Participants (Please read before signing) IN CONSIDERATION OF (participants name) BethanyDoman, my being allowed to participate in any way in the City of Charleston, Department of Recreation program; related events and activities, the undersigned acknowledges, appreciates, and agrees that: The risk of injury from the activities involved in these programs is significant, including the potential for permanent disability and death, and while particular rules, equipment, and personal discipline may reduce this risk, the risk of serious injury does exist; and, I myself, my spouse, my child, and on behalf of my/our heirs, assigns, personal representatives and next of kin, HEREBY RELEASE THE other participants, sponsoring agencies, sponsors, advertisers, and if applicable, owners and lessors of premises used to conduct the event (HEREIN AFTERWARDS REFERRED TO AS RELEASEES), WITH RESPECT TO ANY AND ALL INJURY, DISABILITY, DEATH, or loss or damage to person or property incident to my child's involvement or participation in these programs which includes transporting my child to and from such programs, WHETHER ARISING FROM THE NEGLIGENCE OF THE RELEASEES OR OTHERWISE, to the fullest extent permitted by law. FOR MYSELF, SPOUSE, AND CHILD, I KNOWINGLY AND FREELY ASSUME ALL RISKS, both known and unknown, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASEES OR OTHERS, and assume full responsibility for my child's participation; and, I willingly agree to comply with the program's stated and customary terms and conditions for participation. If I observe any unusual significant concern in my readiness for participation and/or in the program itself, I will remove my self from participation and bring such attention of the nearest official immediately; and, I, for myself, my spouse, my child, and on behalf of my/our heirs, assigns, personal representatives and next of kin, HEREBY INDEMNIFY AND HOLD HARMLESS all the above Releasees from any and all liabilities incident to my involvement or participant in these programs, EVEN IF ARISING FROM THEIR NEGLIGENCE, to the fullest extent permitted by law. I HAVE READ THIS RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IT FREELY AND VOLUNTARY WITHOUT AND INDUCEMENT. X / (Participant Signature) (Printed Name) Date Signed

☐ I agree with the above

Continue
Cancel

Step 9: Review your cart to verify you have the correct activity. From this screen, you can view and pay for old balances or continue shopping if you need to add anything else. You can also apply a credit on your household toward your current purchase. If everything is ready, click “Proceed to Checkout”.

Shopping Cart

Showing 1 To 1 Total Results (1)

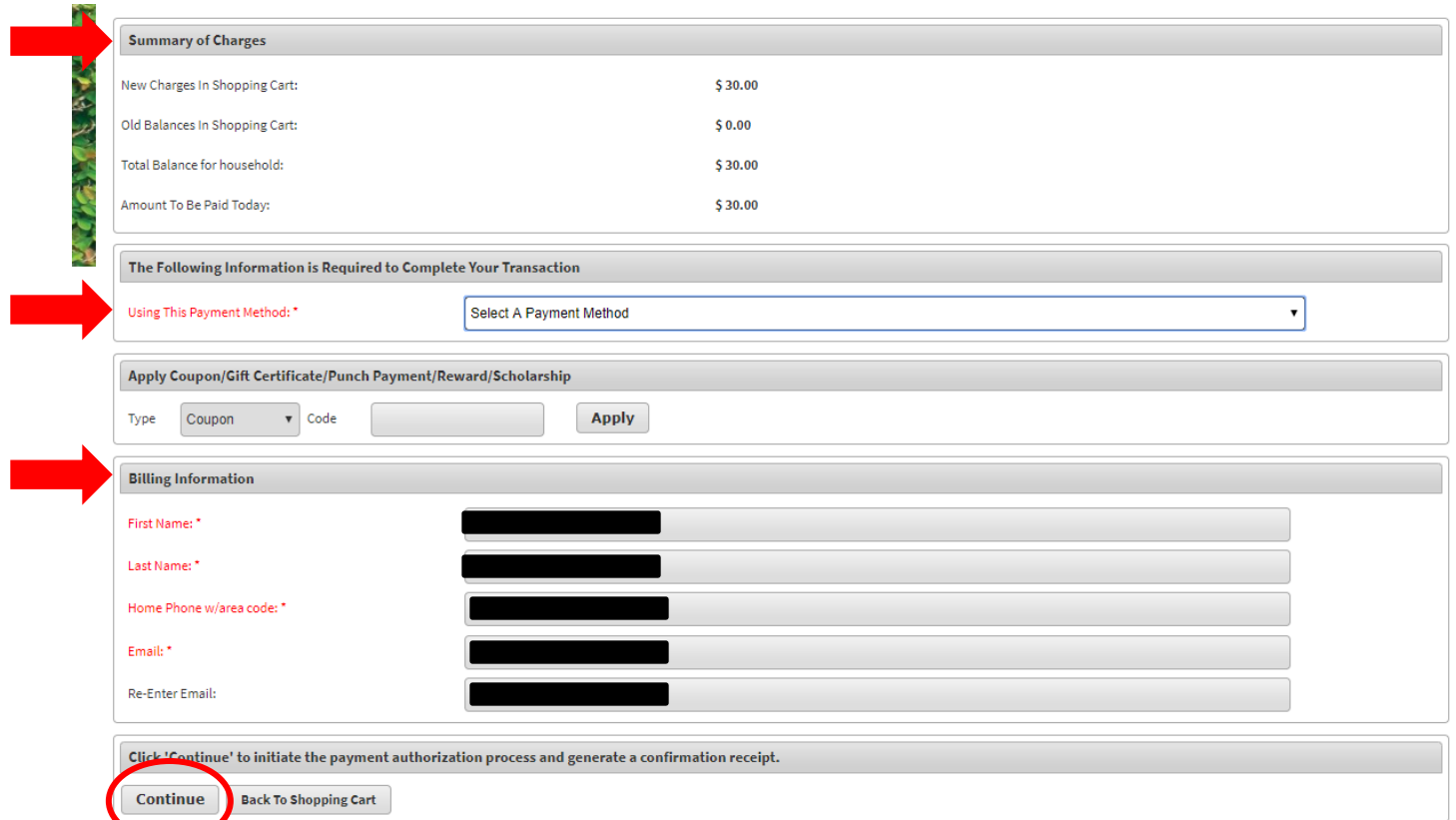
Description	Name	Total Fees		
AS CISL COED Div (120210-2) (Enrolled)		\$ 30.00		
Grand Total Fees Due		\$ 30.00		
Total Old Balances Not in Shopping Cart		\$ 180.00		

Apply Coupon/Gift Certificate/Punch Payment/Reward

Type Coupon Code Apply

Proceed To Checkout
Continue Shopping
Pay Old Balances
Empty Cart

Step 10: This is the final screen and last chance to make changes to your cart if necessary. View a Summary of Charges, including old balances. Select a Payment Method and follow the corresponding steps. Fill out your Billing Information, then click “Continue” to initiate the payment process and generate a confirmation receipt. Registration will not be processed until payment information is entered and you receive a receipt.



Summary of Charges

New Charges In Shopping Cart:	\$ 30.00
Old Balances In Shopping Cart:	\$ 0.00
Total Balance for household:	\$ 30.00
Amount To Be Paid Today:	\$ 30.00

The Following Information is Required to Complete Your Transaction

Using This Payment Method: * Select A Payment Method ▼

Apply Coupon/Gift Certificate/Punch Payment/Reward/Scholarship

Type: Coupon ▼ Code: Apply

Billing Information

First Name: *

Last Name: *

Home Phone w/area code: *

Email: *

Re-Enter Email:

Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt.

Continue Back To Shopping Cart

Recreation Online Abbreviations

Location/Areas

- **PEN/PN:** Peninsula (downtown)
- **JI:** James Island
- **WA:** West Ashley
- **DI:** Daniel Island
- **PG:** Playgrounds (locations identified in activity description or title)

Seasons

- **SPR/SPG:** Spring
- **WNT/WIN:** Winter
- **SUM:** Summer
- **FALL:** Fall

Facilities

- **AWCCC/AWC:** Arthur W. Christopher Community Center (265 Fishburne Street – Downtown)
- **BLRC/BLR:** Bees Landing Recreation Center (1580 Ashley Gardens Blvd – West Ashley)
- **CTC:** Charleston Tennis Center (19 Farmfield Drive – West Ashley)
- **JIRC:** James Island Recreation Center (1088 Quail Drive – James Island)
- **HP:** Hazel Parker Playground (70 East Bay Street – Downtown)
- **MTC:** Maybank Tennis Center (1880 Houghton Drive – James Island)
- **SJD/SJDCC:** St. Julian Devine Community Center (1 Cooper Street – Downtown)

Fields

- **ACK:** Ackerman Park (55 Sycamore Drive – West Ashley)
- **WAP:** West Ashley Park (3601 Mary Ader Ave – West Ashley)
- **GOV:** Governors Park (165 Fairbanks Dr – Daniel Island)

Programs

- **ENV ED:** Environmental Education
 - **NAN:** Nuts About Nature Camp
- **GYM:** Gymnastics
- **JIST:** James Island Swim Team

Adult Sports (AS)

- **BB:** Baseball
- **CSOFT:** Coed Softball
- **FFB:** Flag Football
- **MSOC:** Men's Soccer
- **MSOFT:** Men's Softball
- **SB:** Softball
- **SOC:** Soccer
- **WSOC:** Women's Soccer

Middle School Sports (MS)

Area Map

The red areas are the City of Charleston limits, classifying you as a city resident. Outside of that red area, you are considered a non-resident. Fees will vary depending residency/non-residency.

